

Inmate Telephone Privileges

Inmates are not allowed to receive any incoming phone calls.

When an inmate is assigned to a regular housing unit, he/she will be allowed to make outgoing calls on a collect call basis.

The exceptions are:

- meal times,
- institutional counts,
- lock-downs, and
- cleaning details.

The telephone system will notify inmates when they have one minute remaining and will automatically shut off after their time limit has elapsed.

Telephone calls made from the housing units are collect calls only. If you do not have Verizon as your phone service carrier, you must contact Correctional Billing Services (CBS) to set up an account to receive collect calls. The telephone number to CBS is: 1-800-844-6591, or you may visit their website at www.correctionalbillingservices.com for more information.

To block calls from inmates, you must also call 1-800-844-6591.

If you have questions regarding billing fees, please contact Correctional Billing Services (CBS) at 1-800-844-6591.

If you have complaints and or continued problems with the phone service such as bad reception, phone cutoff, or phone out-of-service, please contact Correctional Billing Services at 1-800-844-6591. The inmate is also encouraged to notify the housing unit officer.

Frequently Asked Questions

Q. How can I call an inmate?

A. Inmates are not allowed to receive any incoming phone calls.

Q. How much money does an inmate need for phone calls?

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Q. What if I do not want to receive phone calls from inmates?

A. To block calls from inmates, you must call 1-800-844-6591.

Q. When talking with my son, the phone keeps cutting off. What can I do?

A. There is an allotted time limit per phone call, and the telephone system will notify inmates when they have one minute remaining and will automatically shut off after the time limit has elapsed. To avoid being disconnected, don't

- Transfer the call
- Put the call on Hold
- Use or answer Call Waiting
- Try to make any 3-way calls